



# Registering in the Defense Enrollment Eligibility Reporting System

Registration in DEERS shows your TRICARE® eligibility and ensures access to your benefits

The Defense Enrollment Eligibility Reporting System (DEERS) is a series of databases that provides information on benefits eligibility and entitlements such as TRICARE health care benefits; Commissary; Exchange; Morale, Welfare, and Recreation; transfer of education benefits; or the issuance of Department of Defense (DoD) identification (ID) cards. DEERS serves as the central source of identity, enrollment, and eligibility verification for members of the uniformed services, other personnel designated by the DoD, and their eligible family members. You must be registered in DEERS to be eligible for TRICARE.

## REGISTRATION IN DEERS

Active duty, National Guard and Reserve, and retired service member sponsors are automatically registered in DEERS. However, sponsors must register family members in DEERS for them to be eligible for TRICARE coverage.

You can register your family members in DEERS in person at a uniformed services ID card-issuing facility. The required documentation may include a marriage certificate, divorce decree, birth certificate, and/or adoption papers. Only a sponsor (or a sponsor-appointed individual with valid power of attorney) can add family members. Visit [www.dmdc.osd.mil/rsl](http://www.dmdc.osd.mil/rsl) to find a facility near you.

## KEEP YOUR DEERS INFORMATION UP TO DATE

Once you and your family members are registered in DEERS, keep addresses and all other contact information up to date. It is also important to update your records when personal eligibility information changes including military career status and family status (e.g., marriage, divorce, birth, adoption). Proper and

current registration in DEERS is key to receiving timely, effective TRICARE benefits including doctors' appointments, prescriptions, payment of health care expenses, authorization letters, and explanations of benefits. Failure to update DEERS to accurately reflect the sponsor's or family member's residential address and/or the ineligibility of a former dependent could be considered fraud and a basis for administrative, disciplinary, and/or other appropriate action.

Promptly update your information when any changes occur, regardless of status:

<b>In Person<sup>1</sup></b> (add a family member or update contact information)	<ul style="list-style-type: none"><li>• Visit a uniformed services identification card-issuing facility.</li><li>• Find a facility near you at <a href="http://www.dmdc.osd.mil/rsl">www.dmdc.osd.mil/rsl</a>.</li><li>• Call to verify location and business hours.</li></ul>
<b>Phone<sup>2</sup></b>	<ul style="list-style-type: none"><li>• 1-800-538-9552</li><li>• 1-866-363-2883 (TDD/TTY)</li></ul>
<b>Fax<sup>2</sup></b>	<ul style="list-style-type: none"><li>• 1-831-655-8317</li></ul>
<b>Mail<sup>2</sup></b>	<ul style="list-style-type: none"><li>• Defense Manpower Data Center Support Office 400 Gigling Road Seaside, CA 93955-6771</li></ul>
<b>Online<sup>2</sup></b>	<ul style="list-style-type: none"><li>• milConnect Web site: <a href="http://milconnect.dmdc.mil">http://milconnect.dmdc.mil</a></li></ul>

1. Only sponsors (or a sponsor-appointed individual with valid power of attorney) can add family members. Family members age 18 and older may update their own contact information.

2. Use these methods to change contact information only.

This fact sheet is **not** all-inclusive. For additional information, please visit [www.tricare.mil](http://www.tricare.mil).

## Using milConnect

Eligible TRICARE beneficiaries can use the milConnect Web site at <http://milconnect.dmdc.mil> to update and view DEERS information. You can access your contact information, health and dental enrollments, personnel information, electronic correspondence, Servicemembers Group Life Insurance, and other benefits, including transferring education benefits.

You can log on to milConnect's secure site using a DoD Common Access Card, Defense Finance and Accounting Service myPay PIN, or a DoD Self-Service Logon (DS Logon).

For information on signing up for a DS Logon, visit <https://myaccess.dmdc.osd.mil>.

Benefit notifications from the Defense Manpower Data Center will be posted in your milConnect account at <http://milconnect.dmdc.mil>. You will receive an e-mail directing you to milConnect when you have a new notification. You must have your e-mail address on file in milConnect to get e-mail notifications. If you do not want to receive e-mail notifications of benefit changes, you may opt out. If you do not have an e-mail address on file or if you opt out of e-mail notifications, you will receive a postcard in the mail whenever your benefit information changes. The postcard will direct you to log in to milConnect to access your personal information with details about your benefit change. In some cases, you will be able to view eCorrespondence through milConnect using your DS Logon for up to six months after losing TRICARE eligibility (e.g., resulting from a sponsor's separation from active duty).

## DEERS VERIFICATION FOR FORMER SPOUSES WHO HAVE NOT REMARRIED







If you are a former spouse who has not remarried, DEERS reflects TRICARE eligibility using your own Social Security number (SSN) or DoD Benefits Number (DBN), not your former sponsor's. Health care information is filed under your own SSN or DBN and name, and you will use your own SSN or DBN and name to schedule medical appointments and file TRICARE claims.

## ENROLLING IN TRICARE PROGRAMS

Enrolling in enrollment-based TRICARE programs (e.g., TRICARE Prime options, TRICARE Reserve Select, TRICARE Retired Reserve, and TRICARE Young Adult) requires a separate action after registration in DEERS. For more information, visit [www.tricare.mil/enroll](http://www.tricare.mil/enroll).

**Note:** As long as another family member is enrolled in a TRICARE Prime option, newborns and adopted children in the United States are automatically covered under TRICARE Prime for 60 days beginning from the date of birth or effective date of adoption. Overseas, parents have 120 days to enroll newborn or adopted children in TRICARE Overseas Program (TOP) Prime or TOP Prime Remote. If these deadlines are not met, TRICARE Prime-eligible newborns and adopted children are automatically covered under TRICARE Standard and TRICARE Extra in the United States or TOP Standard overseas for 365 days from the date of birth or adoption. TRICARE Prime-eligible children who are not registered in DEERS after 365 days lose all TRICARE eligibility.

## FOR INFORMATION AND ASSISTANCE

 <b>TRICARE North Region</b> Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) <a href="http://www.hnfs.com">www.hnfs.com</a>	 <b>TRICARE South Region</b> Humana Military, a division of Humana Government Business 1-800-444-5445 <a href="http://Humana-Military.com">Humana-Military.com</a>	 <b>TRICARE West Region</b> UnitedHealthcare Military & Veterans 1-877-988-WEST (1-877-988-9378) <a href="http://www.uhcmilitarywest.com">www.uhcmilitarywest.com</a>
 <b>TRICARE Overseas Program (TOP) Regional Call Center—Eurasia-Africa<sup>1</sup></b> +44-20-8762-8384 (overseas) 1-877-678-1207 (stateside) <a href="mailto:tricarelon@internationalsos.com">tricarelon@internationalsos.com</a>	 <b>TOP Regional Call Center—Latin America and Canada<sup>1</sup></b> +1-215-942-8393 (overseas) 1-877-451-8659 (stateside) <a href="mailto:tricarephl@internationalsos.com">tricarephl@internationalsos.com</a>	 <b>TOP Regional Call Centers—Pacific<sup>1</sup></b> Singapore: +65-6339-2676 (overseas) 1-877-678-1208 (stateside) <a href="mailto:sin.tricare@internationalsos.com">sin.tricare@internationalsos.com</a> Sydney: +61-2-9273-2710 (overseas) 1-877-678-1209 (stateside) <a href="mailto:sydricare@internationalsos.com">sydricare@internationalsos.com</a>
<b>milConnect Web Site</b> <a href="http://milconnect.dmdc.mil">http://milconnect.dmdc.mil</a>	<b>TRICARE Web Site</b> <a href="http://www.tricare.mil">www.tricare.mil</a>	<b>Military Health System Web Site</b> <a href="http://www.health.mil">www.health.mil</a>

1. For toll-free contact information, visit [www.tricare-overseas.com](http://www.tricare-overseas.com).

### An Important Note About TRICARE Program Information

At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military hospital and clinic guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor or local military hospital or clinic. The TRICARE program meets the minimum essential coverage requirement under the Affordable Care Act. TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.